



CITY OF MONTEREY PARK
Human Resources Department
320 W. Newmark Ave. Monterey Park, CA 91754
(626) 307-1334
www.ci.monterey-park.ca.us/hr

announces a job opening for

COMMUNICATIONS DISPATCHER

Part-Time, At-Will Position

SALARY: \$ 16.84 - \$21.77 per hour.

DEADLINE: Continuous Recruitment, may close at any time. Completed City applications, including any related educational or training documents must be submitted to the City of Monterey Park Human Resources Department, 320 W. Newmark Ave., Monterey Park, CA 91754 within the filing period. No Faxes or Postmarks will be accepted.

THE POSITION: Under general supervision, receives and transmits routine and emergency police and fire messages by telephone system, voice radio, and alarm signals; works an assigned shift; and performs related duties as required. Receives, screens and directs telephone calls, messages, and complaints; secures and records information as to exact location and circumstances of emergency and non-emergency calls; uses voice radio to dispatch necessary equipment in accordance with established procedures and notifies on-duty supervisor as appropriate following Chain of Command; may determine procedures for handling unique issues in absence of supervisor; keeps radio contact with officers and fire personnel as appropriate; keeps supervising police and fire personnel informed of situation and dispatches additional officers and equipment as instructed and appropriate; multi-task and prioritize in-coming calls for service and requests from field personnel based on the information obtained in a timely and accurate manner; maintains an awareness of available resources and provides quality customer service to citizens, agencies and City employees; helps maintain accurate CAD reports and voice logger recordings for court subpoenas; furnishes information and answers inquiries; studies and is familiar with locations of streets and buildings, major landmarks, patrol beats, fire response areas; monitors security cameras for jail and building security; may make presentations to the community about the Dispatch Center, and may perform matron duties. This position is an at-will position and requires availability to work rotating shifts, weekends and holidays. An active list will be established and used continuously on an "on-call" basis.

QUALIFICATIONS: *Knowledge of* police and fire department practices, procedures and Chain of Command; basic radio and telephone communications using radio codes, phonetic alphabet, crime codes, California Vehicle codes and having an understanding of basic criminal law; geography of the City; computer knowledge and CAD experience. *Skills/Abilities* - type at a speed of 35 wpm; determine and apply procedures for handling unique situations; work calmly under stressful situations; follow written and verbal instructions, shift suddenly to new tasks and procedures when priorities change; work rapidly and accurately with names, numbers, codes and symbols; deal with issues which are not set in definite terms; type; exercise good judgment; have a memory for details; recognize and keep information confidential; communicate clearly and concisely, both orally and in writing, and establish and maintain effective working relationships with others. *Physical Effort* - Those in this position may be required to sit at a computer terminal for extended periods of time. *License/Certificates* - A valid Class C California Driver License is required at time of appointment and as a condition of continued employment.

REQUIREMENTS: At least two years experience as a police and/or fire dispatcher; experience in police and/or fire dispatching practices and procedures; radio and telephone communications; and CAD and JDIC experience. Current employment with another agency as a public safety dispatcher or recent experience in a public safety agency setting. Must be willing to be called for last minute staffing needs. May require working beyond a set shift or until relieved. Must be willing to work at least 20 hours a month to maintain skill level and familiarity with the system.

After a conditional job offer is made, the candidate must pass a pre-employment medical examination, including a drug/alcohol screen. Applicants with legal disabilities who require special testing arrangements must contact the Personnel Department at least five (5) days prior to the examination date. THE PROVISIONS OF THIS BULLETIN DO NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT AND ANY PROVISION CONTAINED IN THIS BULLETIN MAY BE MODIFIED OR REVOKED WITHOUT NOTICE. THE CITY OF MONTEREY PARK DOES NOT DISCRIMINATE AGAINST MINORITIES, WOMEN OR PERSONS WITH LEGAL MENTAL OR PHYSICAL DISABILITIES.